

Taxicab Passenger's Bill of Rights Kansas City, Missouri

As a taxicab passenger in the City of Kansas City, Missouri you have the right to:

- A taxi driver who has in their possession a current taxi driver identification card issued by the Division of Regulated Industries.
- A driver who is courteous and treats passengers with respect.
- A driver who is clean and neat in dress and person.
- A taxicab that is clean and in good mechanical condition.
- A taxicab with a working air conditioner and heater.
- A taxicab that is noise-free (any loud audio) and smoke-free.
- A direct route or the passenger's preferred route to the destination.
- A complete explanation of the fare upon the passenger's request.
- A receipt upon the passenger's request.
- A posted taxicab fleet number inside the cab.
- The ability to pay for your fare by using a credit card.
- A guarantee that the taxicab driver will use a taxi meter to determine the cost of the fare.

Taxicab Driver's Bill of Rights

- A driver may decline to lift any person or item that weighs more than 50 pounds.
- A driver may refuse to transport any disorderly passenger.
- A taxicab that is smoke-free.
- A \$0.50 per trip gasoline surcharge when authorized by the City.

Any comments or complaints regarding your taxicab riding experience on trips that originate or end in Kansas City, Missouri should be directed to the Division of Regulated Industries, 635 Woodland Avenue, Suite 2101, Kansas City, Missouri 64106. Please include the fleet number of the taxicab, the name of the taxi service company and the name of the driver with your correspondence, or you may telephone the Division's taxi hotline at 816-513-4590